

NOTICE OF PUBLIC MEETING
Pursuant to Iowa Code §21.4
DEPARTMENT OF ADMINISTRATIVE SERVICES
IOWACCESS ADVISORY COUNCIL
Friday, April 30, 2010 1:00 PM – 3:00 PM
Hoover B Level, Conference Rooms 2 & 3

1. Introductions, Approve March Minutes
Richard Neri, Chair
 2. Iowa Interactive Project Update
Tracy Smith, Iowa Interactive
 3. IOWAccess Projects and Projections Spreadsheets/Monthly Report
Malcolm Huston, IOWAccess Manager
 4. CSAC - Iowa College Aid Consolidated Admin Apps/Databases and Enhancements - Planning
Julie Leeper, College Student Aid Commission \$189,231
 5. DPS - Intelligence Bureau Use of DPS Email Notification
SOA Steve Ponsetto, Dept. of Public Safety \$60,000
 6. IWD - Workers' Compensation PERFECT System -Implementation
Judy Peters, Iowa Workforce Development \$25,000
 7. ITE Project Updates
Mark Uhrin, Information Technology Enterprise
 8. Wrap Up And Adjourn
Richard Neri, Chair
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Iowa Interactive Bi-Monthly Update
to the
IOWAccess Advisory Council
for the month of
March 2010



March**TRANSACTION VOLUME**

<u>Partner</u>	<u>Application</u>	<u>2010 Volume</u>	<u>2009 Volume</u>	<u>Difference</u>
Dept. Natural Resources	Campground Reservations	2,759	2,348	17.50%
Dept. Natural Resources	Call Center Reservations	325	251	29.48%
Dept. Natural Resources	Changes and Cancellations	162	126	28.57%
Dept. of Transportation	DLR Lookup	112,172	120,943	-7.25%
Iowa Bureau of Professional Licensure	License Renewal	4599	3344	37.53%
Professional Licensing Division	Online Renewal	0	0	0.00%
Professional Licensing Division	Admin Tool- Letters of Good Standing	51	57	-10.53%
Plumbers & Mechanical Engineers	License Applications	176	1672	-89.5%
Electricians	Permits \$50.00 or Less	487	191	155.0%
Electricians	Permits Greater Than \$50.00	763	324	135.5%
Electricians Licensing	Apprentice and Unclassified Licenses	110	N/A	

March ADOPTION STATISTICS

<u>Partner</u>	<u>Application</u>	<u>Online</u>	<u>Paper</u>	<u>Adoption</u>
Iowa Bureau of Professional Licensure	License Renewal	4599	348	92.97%

March
NEW PROJECTS THAT HAVE BEEN COMPLETED

Partner	Project	Project Type	URL	Date	Description
Iowa Vocational Rehabilitation Services	Employers Disability Resource Network	Dynamic	http://www.ednetwork.org/	3/4/2010	A new redesign website with updated graphic and navigational structure.
Professional Licensing Division Renewal and Administrative Tool (Change Request 2-3)	Online Licensing System	Dynamic	www.licensediniowa.gov	3/26/2010	Additional enhancements for the upcoming renewal season.
Department of Natural Resources	Parks Reservations System	Dynamic	https://eservices.iowa.gov/iowaparks/	2/26/2010	A series of enhancements were implemented to the existing application, including addition of new cabins.

March Existing Project Development Activity

Partner	Application/Website	Code Rolls	Issues/Bugs	Enhancements
Iowa Bureau of Professional Licensure	https://eservices.iowa.gov/lbpl/	2	3	0
Iowa State Patrol	http://iowaambraalert.org	1	1	0
Iowa Department of Public Health - Plumbers and Mechanical	https://eservices.iowa.gov/pmsb/	1	4	0
Iowa Department of Administrative Services - Bid Opportunities	http://bidopportunities.iowa.gov/	1	2	8
Iowa Department of Natural Resources - Reservation System	https://eservices.iowa.gov/iowaparks/	1	0	3
Iowa Department of Public Safety - Electrical Licensing	https://iowaelectrical.gov/licensing/cqi/dps.cqi?/Licensing	1	3	1
Iowa Department of Inspection & Appeals - Boarding Homes	http://boardinghomeregistration.iowa.gov/	1	0	1
GRAND TOTAL		8	13	13

March Content Management Activity

Partner	Application/Website	Code Rolls/Maintenance Requests
Community Empowerment	http://www.empowerment.state.ia.us/	6
Iowa Broadband Deployment Governance Board	http://broadband.iowa.gov/	4
Iowa Civil Rights Commission	http://www.state.ia.us/government/crc/index.html	15
IOWAccess	http://www.iowa.gov	3
Iowa Clean Cities Coalition	http://www.iowacleancities.org/	1
State Records Commission	http://www.iowasrc.org/	1
Iowa Commission on the Status of African Americans	http://www.state.ia.us/government/dhr/saa/index.html	7
Office of Energy Independence	http://www.state.ia.us/government/governor/energy/	2
Office of Lean Management	http://lean.iowa.gov/	2
Iowa Department of Management	http://regassist.iowa.gov	11
TOTAL		52

MONTHLY CALLS HANDLED

Iowa Interactive handled 527 customer support calls in 23 business days during the month of March.

IOWA INTERACTIVE POST-PROJECT SURVEY RESULTS

There were no project survey results for the month of March.





IOWAccess Advisory Council

IOWAccess Revolving Fund Project Application

Proposing agencies should complete and submit Parts I, II and III to request Design approval, then complete and submit Parts IV and V to request Implementation approval.

Part I - Project Information

Date:	April 23, 2010
Agency Name:	College Student Aid Commission (Iowa College Aid)
Project Name:	Consolidated Admin Applications & Databases and Enhancements
Agency Manager:	Julie Ntem, CSAC Project Manager Julie Leeper (Presenter)
Agency Manager Phone Number / E-Mail:	(515) 725-3462
Executive Sponsor (Agency Director or Designee):	Karen Misjak
Initial Total for Design:	\$ 189,231
Initial Total for Implementation:	\$ 322,204
Initial Total for all Phases of Project, if Multi-Phased:	\$ 541,435
Project Timeline: (estimate start and end dates for project spending)	Design Start Date: May 1, 2010 Design End Date: August 2010 Implementation Start Date: August 2010 Implementation End Date: July 2011
Revised Total for Design and Implementation:	\$
Revised Total for all Phases of Project, if Multi-Phased:	\$

Part II - Project Overview

A. Project Summary: Describe the nature and use of the proposed project, including what is to be accomplished, how it will be accomplished, and what the costs and benefits will be.

Response:

To continue plans to improve service for students, high school administrators, colleges, and universities, Iowa College Aid's **Consolidated Admin Applications & Databases and Enhancements project** includes the creation of an administrative web application that consolidates the current 9 plus administrative applications into one, easy to use, dynamic application for use by high school and college administrators. The consolidation of databases address the issues of data duplication and consistency by removing nearly all student data from the existing 9 Iowa College Aid systems and storing it in a single, centralized location.

Enhancements to the "Iowa Financial Aid Wizard and Application" that rely on consolidated student data, such as the renewal aid application capability and early aid estimator, will be added to provide better service and capabilities for students. The new early financial aid estimation enhancement allows students and their families to estimate financial aid that might be available to assist them in financing a college education.

This funding request is for the "Planning Phase" of the Iowa College Aid Consolidated Admin Applications & Databases and Enhancements project. The Planning Phase of this project will produce detailed business requirements and use cases, Screen mock-ups, detailed technical designs, detailed data model, data mappings and an estimate for the execution and implementation of this project

Anticipated cost-saving areas:

- High school, college, and university administrators' time savings due to one administrative application versus 9.
- Students' time savings to complete renewal applications with pre-populated fields versus entering all required information.

Expected Results in this Project

- Improve service for students, high school administrators, colleges, and universities
- Improve reporting capabilities to students, college and university administrators, and elected officials
- Replace legacy system with updated, more current server, code (.net), and security technology
- Improve efficiencies at Iowa high schools, colleges, and universities, for example; by reduced duplication of entry of the same information and elimination of duplicate and inconsistent student information.

B. Strategic Plan: How does the proposed project fit into the strategic plan of the requesting agency?**Response:**

This project is critical to the Iowa College Aid's goal of improving service for students, high school administrators, colleges, and universities.

- Although the funding application process for students has been enhanced, additional components will be added to the "Iowa Financial Aid Wizard and Application" that are vital to further improving and completing the student application process.
- Student data needs to be gathered into one area. This will allow data to be reported back to students, counselors, aid administrators, and other parties of interest. This will also give students a comprehensive view and measurement of their progress in the "I Have A Plan Iowa" web portal tools, such as high school, college, and career planning.
- The new early financial aid estimation enhancement allows students and their families to estimate financial aid that might be available to assist them in financing a college education. This capability is critical to improving the goal and attitude of college affordability by the public.
- Other enhancements that rely on consolidated student data, such as the renewal aid application capability, will provide better service and capabilities for students.

The "I Have A Plan Iowa" web portal gathers individual student data through several tools that are incorporated into the portal. This project builds on the foundation for future projects of the web portal, which will bring new services and tools that also collect student data.

Having student data that currently exists in multiple locations consolidated into a single source removes an obstacle to providing these future services, such as the planned financial literacy education.

C. Current Technology: Provide a summary of the technology used by the current system. How does the proposed project impact the agency's technological direction? Are programming elements consistent with a Service Oriented Architecture (SOA) approach? Are programming elements consistent with existing enterprise standards?**Response:**

- This project replaces 9 applications written in the older ASP technology with a single .NET application. The current applications have been coded in ASP, C++, VBScript, JavaScript and html using IIS 6.0 Secured Socket Layer (SSL/HTTPS) connected to a SQL database. The new application will be written in .NET and the consolidated database will use Microsoft SQL Server. More importantly, the new system will make developing web services around the Iowa College Aid enterprise much easier. Doing so will also allow Iowa College Aid to integrate with key partners like the Dept of Education, Workforce Development and Economic Development.
- This project also includes the creation of a consolidated database to squarely address the issues of data duplication and consistency by removing nearly all student data from the existing 9 Iowa College Aid systems and storing it in a single, centralized location.
 - This project guarantees data integrity, security and consistency throughout all the Iowa College Aid systems by storing the student's data in a single location. It prevents data for the same student in two or more Iowa College Aid programs from being out of sync and provides a single, authoritative source for student data.
- Technological Direction Impact - Iowa College Aid's direction is to increase Iowa College Aid application maintainability while improving citizen access. This project accomplishes both the objectives.
 - Improves efficiency through the use of technology to better serve Iowa College Aid customers
 - SOA Consistency - The programming elements are consistent with existing enterprise standards.

- SOA Approach - The development of the new system is planned to be consistent with and use an SOA strategy.
- Improved maintainability of the software
- Strong platform and foundation for the next projects and future enhancements

D. Statutory or Other Requirements

1. Is this project or expenditure necessary for compliance with a Federal law, rule, or order?

- ☐ YES (If "Yes", cite the specific Federal law, rule or order, with a short explanation of how this project is impacted by it.)

Response: No

2. Is this project or expenditure required by state law, rule or order?

- ☐ YES (If "YES", cite the specific state law, rule or order, with a short explanation of how this project is impacted by it.)

Response: No, however, all Iowa colleges and universities whose students receive state funded financial aid administered by Iowa College Aid must report disbursements and changes in eligibility electronically through each corresponding reporting web application. These requirements are described in Iowa administrative rule for programs administered by Iowa College Aid.

3. Does this project or expenditure meet a health, safety or security requirement?

- ☐ YES (If "YES", explain.)

Response: No

4. Is this project or expenditure necessary for compliance with an enterprise technology standard?

- ☐ YES (If "YES", cite the specific standard.)

Response: No

[This section to be scored by application evaluator.]

Requirements/Compliance Evaluation (15 Points Maximum)

If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-15 points awarded.



E. Impact on Iowa's Citizens

1. Project Participants - List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

Response:

- Approximately 140,000 students and their families who apply for financial aid annually
- Approximately 510 Iowa high school administrators and Trio coordinators
- Nearly 90 Iowa colleges and universities with approximately 200 total administrators accessing the system
- Elected officials
- College Student Aid Commission

2. Service Improvements - Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

Response:

- Students and their families:
 - A consolidated administrative web application will consolidate an individual's student information which is now contained in 9 different applications.
 - Provide greater convenience to students by providing pre-populated renewal financial aid applications.
 - Provide Iowa students with one simple tool to report updated information to Iowa College Aid.
- Iowa high school, college, and university administrators:
 - High school, college, and university administrators will be able to view information about the students, student award and report awards to Iowa College Aid in one web application.
 - The functionality provided by this web application will enhance productivity at high schools, colleges, and universities ensuring better service and information to students and families.
 - This consolidated application will also reduce duplicate entry of the same information and rework and eliminates duplicate and inconsistent student information.
 - Provide high school counselors, and college and university aid administrators with one simple tool to report updated information to Iowa College Aid.
 - Improve administrative application security at Iowa high schools, colleges, and universities.
- College Student Aid Commission:
 - The implementation of this application will allow Iowa College Aid to provide enhanced services to students and their families applying for funds as well as high schools, colleges, and universities receiving and reporting the funds.
 - The time saving will allow Iowa College Aid to improve processes for managing funds received by colleges and universities; improve customer service for student applicants, colleges and universities, and provide quicker turnaround.
 - Help enhance government services by setting the stage to incorporate future tools for Iowans such as, financial literacy and default prevention.

3. Citizen Impact – Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy. If this is an extension of another project, what has been the adoption rate of Iowa's citizens or government employees with the preceding project?

Response:

- Students and their families:
 - The early financial aid estimation component will help with the goal of improving the attitude of Iowa youth toward being able to afford and attend college. This will help encourage youth to apply themselves more in high school and will increase the number of college attendees.
 - Improve student and family views of college access and affordability by adding an early financial aid estimation component.
 - Provide refined eligibility information for students going through the state financial aid process by eliminating programs in which the applicant will not qualify.
- Iowa high school, college, and university administrators:
 - Provide necessary means for high school, college, and university administrators to report state aid recipients, and will also increase accuracy of student information.
 - Increase efficiency in data collection and communication, and streamline information sharing among Iowa students, colleges and universities, and Iowa College Aid.
- Elected officials:
 - Allow Iowa College Aid to provide more information to elected officials so they can make better decisions about the state student financial aid programs.

4. Public Health and/or Safety – Explain requirements or impact on the health and safety of the public.

Response: None

[This section to be scored by application evaluator.]

Impact Evaluation (15 Points Maximum)

- Minimally directly impacts Iowa citizens (0-5 points).
- Moderately directly impacts Iowa citizens (6-10 points).
- Significantly directly impacts Iowa citizens (11-15 points).

[This section to be scored by application evaluator.]

Customer Service Evaluation (10 Points Maximum)

- Minimally improves customer service (0-3 points).
- Moderately improves customer service (4-6 points).
- Significantly improves customer service (7-10 points).

F. Scope

1. Is this project the first part of a future, larger project?

- ☐ YES (If "YES", explain.) ☐ NO, it is a stand-alone project

Response: No, This is a stand-alone project

2. Is this project a continuation of a previously begun project?

- ☐ YES (If "YES", explain.)

Response: Although this is a stand-alone project, this project builds on the foundation established in two previous projects:

- In 2009 the College Student Aid Commission implemented the "I Have A Plan Iowa" web portal, providing a one-stop shop for career exploration, high school and college planning, financial aid resources, and Iowa employment opportunities for Iowa citizens in every stage of their lives.
- In January 2010, the web based "Iowa Financial Aid Wizard and Application" was developed and incorporated into the "I Have A Plan Iowa" web portal to increase access and improve the process of finding and applying for financial aid for students and families of Iowa.
- To continue plans to improve service for students, high school administrators, colleges, and universities, this project creates an administrative web application that consolidates the current 9 plus administration applications into one, easy to use, dynamic application, with one consistent source of data.

[This section to be scored by application evaluator.]

Scope Evaluation (10 Points Maximum)

- This is the first year of a multi-year project / expenditure or project / expenditure duration is one year (0-5 points)
- The project / expenditure is of a multi-year nature and each annual component produces a definable and stand-alone outcome, result or product (2-8 points).
- This is beyond the first year of a multi-year project / expenditure (6-10 points)



The last part of this criteria involves rating the extent to which a project or expenditure is at an advanced stage of implementation and termination of the project / expenditure would waste previously invested resources.

G. Source of Funds

On a fiscal year basis, how much of the total project cost (\$ amount and %) would be absorbed by your agency from non-Pooled Technology/IOWAccess funds? If desired, provide additional comment / response below.

Response:

- Iowa College Aid will provide business subject matter experts to assist in business analysis, requirements determination, design, and testing. Technical personnel will assist with database development and code deployment.
- Project costs so far for the "I Have A Plan Iowa" web portal are \$1,520,500. IOWAccess has funded \$536,000. Iowa College Aid has provided \$984,000, with \$360,000 of that going towards the web portal efforts and \$624,000 from other grant sources toward vendor costs.

[This section to be scored by application evaluator.]

Funds Evaluation (5 Points Maximum)

- 0% (0 points)
- 1%-12% (1 point)
- 13%-25% (2 points)
- 25%-38% (3 points)
- 39%-50% (4 points)
- Over 50% (5 points)



Part III – Design Proposal

Amount of Design Funding Requested: \$

A. Process Reengineering

1. Provide a *pre-project or pre-expenditure* (before implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

Response:

- Iowa College Aid works with financial aid administrators at nearly 60 Iowa colleges and universities and counselors at all high schools in Iowa and processes nearly 140,000 college aid applications each year. Currently, high school and college administrators often have to go into multiple systems to report aid for one individual. These administrators provide complete and accurate award information to students and their families. They also must provide individual student information to Iowa College Aid.
- Although the application process for students has been enhanced, vital components in the “Iowa Financial Aid Wizard and Application” are still needed to enhance and complete the student application process. Since the student data is housed in several databases, further enhancements to allow accurate data to be reported back to students, counselors, aid administrators, and other parties of interest is not possible.

2. Provide a *post-project or post-expenditure* (after implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

Response:

- This project includes the creation of an administrative web application that consolidates the current 9 plus administration applications into one, easy to use, dynamic application, with one consistent source of data. One admin web application will save high school and college administrators time as well as reduces risk for error when they are working on their student aid recipient records in one application rather than nine applications.
- Additional critical enhancements to the “Iowa Financial Aid Wizard and Application” include:
 - The early financial aid estimation enhancement will allow students and their families to estimate financial aid that might be available to assist them in financing a college education. This capability is critical to improving the goal and attitude of college affordability by the public.
 - Since this is the first year for the online aid application, we have not needed to address students reapplying for a program. Currently, there is no functionality built to identify or adapt the application to a returning student.
 - Refining eligibility criteria will eliminate programs in which an applicant will not qualify. Example: A second year student will not be walked through the application process for an aid program that is only for first year students.
 - Having data in multiple locations makes keeping the data very difficult to keep up-to-date. Will also allow for students to easily communicate updates – important as with some programs Iowa College Aid is required to follow up with students and need up-to-date contact information.

- New reporting functionality through the web application will enhance productivity at high schools, colleges, and universities ensuring better service and information to students and families.
- Information technology used to reengineer processes:
 - A web-based administrative application is the best solution to provide timely information about the state financial aid programs.
 - A consolidated database is the best solution to squarely address the issues of data duplication and consistency by removing nearly all student data from the existing 9 Iowa College Aid systems and storing it in a single, centralized location.
 1. This project guarantees data integrity and consistency throughout all the Iowa College Aid systems by storing the student's data in a single location. It prevents data for the same student in two or more Iowa College Aid programs from being out of sync and provides a single, authoritative source for student data.
 - This project replaces 9 applications written in the older ASP technology with a single .NET application. The current applications have been coded in ASP, C++, VBScript, JavaScript and html using IIS 6.0 Secured Socket Layer (SSL/HTTPS) connected to a SQL database. The new application will be written in .NET and the consolidated database will use Microsoft SQL Server. More importantly, the new system will make developing web services around the Iowa College Aid enterprise much easier. Doing so will also allow Iowa College Aid to integrate with key partners like the Dept of Education, Workforce Development and Economic Development.

[This section to be scored by application evaluator.]

Reengineering Evaluation (10 Points Maximum)

- Minimal use of information technology to reengineer government processes (0-3 points).
- Moderate use of information technology to reengineer government processes (4-6 points).
- Significant use of information technology to reengineer government processes (7-10).



B. Timeline

Provide a projected timeline for the Design phase of the project. Include such items as **start date, projected end date**, planning, and database design. Also include the parties responsible for each item.

Scope Analysis:	Completed
Proposed Planning/Design	May 2010 - August 2010
Proposed Execution:	
Release 1	August 2010 – October 2010
Release 2	August 2010 – December 2010
Release 3	January 2011 – April 2011
Release 4	April 2011 – June 2011

[This section to be scored by application evaluator.]

Design Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).



C. Spending Plan

Explain how the funds will be allocated.

Business Process Flow & Requirements	Hours	
Process flows and requirements	540	
System and Data mapping & modeling	45	
Development support & testing	360	
Technical items		
Design, develop, reviews, testing, implementation	2660	
Migration Data Mapping, implementation and verification	0	CSAC resource
CSAC developer coding contributions	-600	CSAC resource
Administrative		
Project Manager, Architect, Team Meetings, CSAC support, etc.	1110	
Planning & Execution Total w/o risk factor	4115	\$464,941
Planning & Execution Total with 10% risk factor	4526	\$511,435

TOTAL PROJECT	Hours	Cost
Scope Analysis	265	\$30,000
Planning/ Design Portion	1675	\$189,231
Execution Portion	2851	\$322,204
TOTAL PROJECT ESTIMATE	4791	\$541,435

D. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Design Financial Benefit Worksheet, # 5 below and the Implementation Financial Benefit Worksheet, # IV E3, as necessary:

- 1. One Year Pre-Project Cost** - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation.

Quantify actual state government direct and indirect costs (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation.

Describe One Year Pre-Project Cost:**Quantify One Year Pre-Project Cost:**

	State Total
FTE Cost(salary plus benefits):	\$0
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$0
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$0
Total One Year Pre-Project Cost:	\$0

2. One Year Post-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation.

Quantify actual state government direct and indirect costs (personnel, support, equipment, etc.) associated with the activity, system or process after project implementation.

Describe One Year Post-Project Cost:**Quantify One Year Post-Project Cost:**

	State Total
FTE Cost(salary plus benefits):	\$
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$
Total One Year Post-Project Cost:	\$

3. One Year Citizen Benefit - Quantify the estimated one year value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of \$10 per hour for citizen time.

Describe savings justification:

- The new system will allow colleges, universities, and high schools to improve their processes for managing the information and funding they receive from Iowa College Aid.
- The project will combine multiple processing and information systems into one.
- The enhancements to the Iowa Financial Aid Application will decrease the application time for a student through skip and pre-fill logic.
- Savings from reduction in hours currently spent:

- Administering programs in multiple systems; combining multiple administrative systems into one consistent administrative system will alleviate user-specific knowledge on each specific system and its functionality,
- Providing assistance to users in navigating multiple systems,
- Resolving data issues resulting from the use of multiple systems,
- Researching correct contact information amongst contact information records currently exists in multiple systems (records may not coincide),
- Resending correspondence that was sent to incorrect locations based upon multiple data sources that do not coincide

<u>Transaction Savings</u>	
Number of annual online transactions:	13,060
Hours saved/transaction:	.5
Number of Citizens affected:	140,710
Value of Citizen Hour	\$10.00
Total Transaction Savings:	\$65,300
Other Savings (Describe)	\$80,000
Total One Year Citizen Benefit :	\$145,300

4. Opportunity Value/Risk or Loss Avoidance - Quantify the estimated one year non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc

Response:

- The enhanced system will reduce the amount of time required to process applications; reduce printing, mailing, and postage expenses; and decrease paperwork by the state.
- The time savings will allow Iowa College Aid to improve processes for managing funds in conjunction with colleges and universities; improve customer service for student applicants, colleges, universities, high school administrators, and trio coordinators; and provide quicker turnaround than the current system.
- The early financial aid estimation tool will provide early financial aid estimates to Iowa middle and high school students to assist in early college preparation and planning.

5. Design Financial Benefit Worksheet

A. Total One Year Pre-Project cost (Section III D1):	\$	
B. Total One Year Post-Project cost (Section III D2):	\$	
C. State Government Benefit (= A-B):		\$
D. One Year Citizen Benefit (Section III D3):		\$145,300
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		\$210,000
F. Total Design Benefit (C+D+E)	\$355,300	
G. Annual Prorated Cost (From Budget Table, Section IV C):	\$	
Benefit / Cost Ratio: (F/G) =		
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100		

6. Benefits Not Readily Quantifiable - List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

- All:
 - Improves service for students, high school administrators, colleges, and universities
 - Improves reporting capabilities to students, college and university administrators, and elected officials
 - Provides Iowa students, high school counselors, and college and university aid administrators with one simple tool to view award history and report updated information to Iowa College Aid.
 - Increases efficiency in data collection and communication, and streamline information sharing among Iowa students, colleges and universities, and Iowa College Aid.
 - Simplifies the financial aid application process for Iowa students, high schools, colleges, and universities
- Iowa high schools, colleges, and universities:
 - Provides high school counselors, and college and university aid administrators with one simple tool to report updated information to Iowa College Aid.
 - Enhances the productivity at high schools, colleges, and universities ensuring better service and information to students and families.
 - Provides High school, college, and university administrators the ability to view information about the students, student award and report awards to Iowa College Aid in one web application.
 - Reduces duplicate entry of the same information, reduces rework, and eliminates duplicate and inconsistent student information.
 - Improves administrative application security at Iowa high schools, colleges, and universities.
 - Enhances productivity at high schools, colleges, and universities through new reporting functionality through the web application ensuring better service and information to students and families.
 - Improves internal accountability at High schools, colleges, and universities for serving students and for managing the information and funding they receive from Iowa College Aid.
- Students and their families:
 - Provides greater convenience to students by providing pre-populated renewal financial aid applications and refined eligibility for students going through the state financial aid process.
 - Provides Iowa students with one simple tool to report updated demographic information to Iowa College Aid.
 - Improve student and family views of college access and affordability by adding an early financial aid estimation component.
- Iowa College Student Aid:
 - Allows Iowa College Aid to provide enhanced services to students and their families applying for funds as well as high schools, colleges, and universities receiving and reporting the funds.
 - The time saving will allow Iowa College Aid to improve processes for managing funds received by colleges and universities; improve customer service for student applicants, colleges and universities, and provide quicker turnaround.
- Technologies:
 - Utilization of new technologies
 - Replaces outdated systems

- Enhances government services by setting the stage to incorporate future tools for lowans such as, financial literacy and default prevention.

[This section to be scored by application evaluator.]

Design Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Part IV – Implementation Funding

Amount of Implementation Funding Requested: \$

Amount of Hosting Requested: \$

Note: Projects developed by DAS-ITE allow first year of hosting charges

A. Timeline

Provide a projected timeline for the Implementation phase of the project. Include such items as **start date**, coding, testing, deployment, conversion, parallel installation, and **projected date of final release**. Also include the parties responsible for each item.

Response:

[This section to be scored by application evaluator.]

Implementation Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).



B. Funding Requirements

On a fiscal year basis, enter the estimated cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades.

	Current FY		Current FY +1		Current FY +2	
	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost
State General Fund	\$0	0%	\$0	0%	\$0	0%
Pooled Tech. Fund /IOWAccess Fund	\$0	0%	\$0	0%	\$0	0%
Federal Funds	\$0	0%	\$0	0%	\$0	0%
Local Gov. Funds	\$0	0%	\$0	0%	\$0	0%
Grant or Private Funds	\$0	0%	\$0	0%	\$0	0%
Other Funds (Specify)	\$0	0%	\$0	0%	\$0	0%
Total Project Cost	\$0	0%	\$0	0%	\$0	0%
Non-Pooled Tech./Non-IOWAccess Total	\$0	0%	\$0	0%	\$0	0%

[This section to be scored by application evaluator.]

Implementation Funding Evaluation (10 Points Maximum)

- The funding request contains questionable items (0-3 points).
- The funding request seems reasonable with few questionable items (4-6 points).
- The funding request seems reasonable with no problem areas (7-10).



C. Project Budget Table

It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project-related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years.

The Total Annual Prorated Cost (State Share) will be calculated based on the following equation:

$$\left[\left(\frac{\text{Budget Amount}}{\text{Useful Life}} \right) \times \% \text{ State Share} \right] + (\text{Annual Ongoing Cost} \times \% \text{ State Share}) = \text{Annual Prorated Cost}$$

Budget Line Items	Budget Amount (1 st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1 st Year)	% State Share	Annual Prorated Cost
Agency Staff	\$		%	\$	%	\$
Software	\$		%	\$	%	\$
Hardware	\$		%	\$	%	\$
Training	\$		%	\$	%	\$
Facilities	\$		%	\$	%	\$
Professional Services	\$		%	\$	%	\$
ITE Services	\$		%	\$	%	\$
Supplies, Maint., etc.	\$		%	\$	%	\$
Other	\$		%	\$	%	\$
Totals	\$		%	\$	%	\$

D. Spending plan

Explain how the funds will be allocated.

E. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Implementation Financial Benefit Worksheet, #3 below, as necessary:

1. **Opportunity Value/Risk or Loss Avoidance** – Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

Response:

- 2. Benefits Not Readily Quantifiable** – List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

3. Implementation Financial Benefit Worksheet

A. Total One Year Pre-Project cost (Section III D1):	\$	
B. Total One Year Post-Project cost (Section III D2):	\$	
C. State Government Benefit (= A-B):		\$
D. One Year Citizen Benefit (Section III D3):		\$
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		\$
F. Total Design Benefit (C+D+E)	\$	
G. Annual Prorated Cost (From Budget Table, Section IV C):	\$	
Benefit / Cost Ratio: (F/G) =		
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100		

[This section to be scored by application evaluator.]

Implementation Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Part V – Auditable Outcome Measures

For each of the following categories, list the auditable metrics for success after implementation and identify how they will be measured.

1. Improved customer service

Response:

2. Citizen impact

Response:

3. Cost Savings

Response:

4. Project reengineering

Response:

5. Source of funds (Budget %)

Response:

6. Tangible/Intangible benefits

Response:

Evaluation Summary

[This section to be completed by application evaluator.]

Design Phase:

Requirements/Compliance Evaluation (15 Points Maximum)	<input type="text"/>
Impact Evaluation (15 Points Maximum)	<input type="text"/>
Customer Service Evaluation (10 Points Maximum)	<input type="text"/>
Scope Evaluation (10 Points Maximum)	<input type="text"/>
Funds Evaluation (5 Points Maximum)	<input type="text"/>
Reengineering Evaluation (10 Points Maximum)	<input type="text"/>
Design Timeline Evaluation (10 Points Maximum)	<input type="text"/>
Design Financial Evaluation (15 Points Maximum)	<input type="text"/>
<u>TOTAL DESIGN EVALUATION</u> (90 Points Maximum)	<input type="text"/>

Implementation Phase:

Implementation Timeline Evaluation (10Points Maximum)	<input type="text"/>
Implementation Financial Evaluation (15 Points Maximum)	<input type="text"/>
Implementation Funding Evaluation (10 Points Maximum)	<input type="text"/>
<u>TOTAL IMPLEMENTATION EVALUATION</u> (35 Points Maximum)	<input type="text"/>



IOWAccess Advisory Council

IOWAccess Revolving Fund Project Application

Proposing agencies should complete and submit Parts I, II and III to request Design approval, then complete and submit Parts IV and V to request Implementation approval.

Part I - Project Information

Date:	April 14, 2010
Agency Name:	Department of Public Safety
Project Name:	Intelligence Bureau use of DPS Email Notification
Agency Manager:	SOA Steve Ponsetto
Agency Manager Phone Number / E-Mail:	(515) 725-6306 / ponsetto@dps.state.ia.us
Executive Sponsor (Agency Director or Designee):	Commissioner Meyer
Initial Total for Design:	\$60,000
Initial Total for Implementation:	\$60,000
Initial Total for all Phases of Project, if Multi-Phased:	\$
Project Timeline: (estimate start and end dates for project spending)	Design Start Date:05/01/2010 Design End Date:08/01/2010 Implementation Start Date:08/02/2010 Implementation End Date:12/01/2011
Revised Total for Design and Implementation:	\$120,000

Revised Total for all Phases of Project, if Multi-Phased:

\$

Part II - Project Overview

A. Project Summary: Describe the nature and use of the proposed project, including what is to be accomplished, how it will be accomplished, and what the costs and benefits will be.

Response: Since the events of 9/11 extensive efforts have been made by the federal government, in consultation with the states, to create fusion centers. There are currently 72 designated fusion centers in the US (one in each state and 22 in major urban areas such as; New York, Los Angeles, Chicago, etc.). The designated fusion center in Iowa is at the Iowa Department of Public Safety – State of Iowa Intelligence Fusion Center (IFC)

The purpose of a fusion center is to create and enhance the ability to exchange information in a timely and effective manner with law enforcement and key public and private sector partners. More information may be seen in the publication on Fusion Center Guidelines: <http://www.fas.org/irp/agency/ise/guidelines.pdf>

The definition of a fusion center: A collaborative effort of two or more agencies that provide resources, expertise and/or information to the fusion center with a goal of maximizing the ability to detect, prevent, apprehend, and respond to criminal and/or terrorist activity

The State of Iowa Intelligence Fusion Center has the mission of: To lead and coordinate intelligence and homeland security efforts that protect Iowa, while upholding the Constitution

The IFC would like to add topics (sectors) to the current DPS Email Notification application. The sectors would be listed separately and mirror the 17 sectors currently in Iowa: Government, Energy, Emergency Services, Defense-Industrial, Dams, Commercial Facilities, Chemical, Banking-Finance, Agriculture-Food, Water, Transportation, Community Organizations, Public Health/Health Care, Postal-Shipping, Education Event Venues and Icons and Information Technology/Telecommunications.

In the event critical criminal or intelligence information needs to be disseminated within a sector(s) the proposed email notification system would be used.

Members of the IFC would approve all requests to join the proposed email notification system. The members will be notified via email when a request has been approved or denied. The request will be approved or disapproved using the Lyris Service. It has not yet been determined if the request and the approval or disapproval must be maintained in the application.

The automation of the email delivery will greatly decrease the amount of time spent by DPS/IFC employees in contacting those that have requested notification as well as it would create the ability to ensure that the correct people are getting the information. The individuals or companies who need notification will be assured they will receive the emails as long as they have done their part and signed up for the service.

B. Strategic Plan: How does the proposed project fit into the strategic plan of the requesting agency?

Response: This directly fits into the department's current policy on notification automation. DPS works closely with and is a key component of the Information Sharing Strategy. DPS along with Homeland Security Emergency Management Division (HSEMD) and its federal and local partners move forward with a sense of urgency to streamline our information sharing processes. There is a wealth of talent and understanding of local communities entrenched in State and local agencies that can spot suspicious activity and engage the community on homeland security issues in ways others cannot. The challenge is to manage consistent information sharing, and a

commitment to coordinate and participate in the State's information sharing and intelligence efforts with all public and private sector partners. This email notification system would be a crucial part of integrating this system.

C. Current Technology: Provide a summary of the technology used by the current system. How does the proposed project impact the agency's technological direction? Are programming elements consistent with a Service Oriented Architecture (SOA) approach? Are programming elements consistent with existing enterprise standards?

Response: Currently, employees manually send out emails based on a list of names and email addresses. The names and addresses are not currently obtained in a systematic means.

The proposed project will automate the sending of emails to approved recipients by utilizing many pieces of the current DPS Email Notification application. The project will also enable the DPS to obtain names and email addresses in a systematic manner. In addition, the email addresses can be kept up to date by the user thereby eliminating the sending of emails to incorrect addresses.

D. Statutory or Other Requirements

1. Is this project or expenditure necessary for compliance with a Federal law, rule, or order?

☐ YES (If "Yes", cite the specific Federal law, rule or order, with a short explanation of how this project is impacted by it.)

Response: Fusion Centers are expected to create certain capabilities based upon Fusion Center Baseline Capabilities. This document can be viewed at:

<http://www.it.ojp.gov/documents/baselinecapabilitiesa.pdf>

One of the baseline capabilities is that the fusion center should create an ability to disseminate alerts, warnings, and notifications and other relevant analytical reports, to the affected critical infrastructure or private sector entity (sectors).

Goal #2 in the 2009 – 2014 Iowa Strategy for Homeland and Emergency Management is to strengthen Iowa's fusion system and ensure that information is disseminated rapidly, and on a need to know basis to all partners.

http://www.iowahomelandsecurity.org/Documents/Strategy_2009-2014.pdf

Presidential Directive concerning Information: Mandates that enable and support this goal reside at the highest levels of authority- from public law, Presidential Executive Orders, and National Strategies. The evolving United States national security environment provides a context that advances innovations to enhance the value of information sharing across DPS and other agencies.

2. Is this project or expenditure required by state law, rule or order?

☒ YES (If "YES", cite the specific state law, rule or order, with a short explanation of how this project is impacted by it.)

Response: See above

3. Does this project or expenditure meet a health, safety or security requirement?



YES (If "YES", explain.)

Response: This proposed notification ability would allow for key Iowa private and public sector entities to be notified of time sensitive critical homeland security information. The dissemination of this information would allow for recipients to: prepare, detect, deter or disrupt a potential vital situation as well as report any information back to law enforcement based upon the initial dissemination. This creates a two way communication stream which is vital to information sharing. Many of these entities are interdependent and the implementation of this system would ensure that parties in designated sectors authorized to receive sensitive information would receive it in a more consistent and timely manner.

4. Is this project or expenditure necessary for compliance with an enterprise technology standard?



YES (If "YES", cite the specific standard.)

Response: Yes – Due to automation of current manual procedures. Currently, the distributor of the information must manually select recipients based on who he or she believes “needs to know.” By automating the process via email notification, those who are authorized and signed up to receive updates relevant to each sector and any other predetermined criteria, would automatically receive the often sensitive information in a timely manner.

[This section to be scored by application evaluator.]

Requirements/Compliance Evaluation (15 Points Maximum)

If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-15 points awarded.



E. Impact on Iowa's Citizens

1. Project Participants - List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

Response: The Department of Public Safety (IFC) would disseminate the critical information to the 17 sectors in Iowa (each sector will have many approved users). This would also include approved members of Safeguard Iowa Partnership (SIP) and FBI Infragard, both are organizations that focus on key partnerships with non-law enforcement participants. Current events can have diverse and far-reaching impacts drawing DPS and HSEMD into operational scenarios with varied partners. The events of tomorrow cannot always be anticipated

and solutions must transcend today's scenarios and provide DPS/Fusion Center the ability to accommodate dynamically changing associations, external partners and information sharing requirements.

<http://www.safeguardiowa.org/>

<http://www.infragard.net/>

2. Service Improvements - Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

Response: This project will provide enhanced protection/services to all sectors (and persons within each sector) who require timely email notification which is significant in protecting Iowans

3. Citizen Impact – Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy. If this is an extension of another project, what has been the adoption rate of Iowa's citizens or government employees with the preceding project?

Response: Information mobility is the dynamic availability of information to be shared. Information mobility provides the foundation for shared and user-defined situational awareness. Trusted information must be made visibly accessible and understandable to any authorized user except where limited by law or policy. By sharing information efficiently and effectively among law enforcement agencies and other relevant partners, analysts and decision makers can receive a multitude of information from a variety of sources in real, or near-real time. The communications and outreach initiative must be a strategic, multi-agency effort to inform, involve and mobilize DPS/Fusion Center and its partners toward the information sharing vision. The goal of the email notification system is to coordinate information and a plan of action to protect life and critical infrastructure in the event of a natural or man-made catastrophe.

The design and implementation of this notification system will ensure the citizens of Iowa will receive timely notifications which will provide them with an interdependency which will benefit all citizens. The interconnectedness and the reliance on one another socially, economically, environmentally and politically provides a great benefit to the citizens of Iowa. This information will also provide the citizens with a resilience allowing them to have a positive capacity to cope with stress and catastrophe.

4. Public Health and/or Safety – Explain requirements or impact on the health and safety of the public.

Response: As with any major criminal or terrorist act, the consequences can be enormous. Beyond the loss of life there are potential economic effects, the damage to critical infrastructure such as electric grids, water and food supplies. The health and safety impact could be quite significant.

[This section to be scored by application evaluator.]

Impact Evaluation (15 Points Maximum)

- Minimally directly impacts Iowa citizens (0-5 points).
- Moderately directly impacts Iowa citizens (6-10 points).
- Significantly directly impacts Iowa citizens (11-15 points).



[This section to be scored by application evaluator.]

Customer Service Evaluation (10 Points Maximum)

- Minimally improves customer service (0-3 points).
- Moderately improves customer service (4-6 points).
- Significantly improves customer service (7-10 points).

F. Scope

1. Is this project the first part of a future, larger project?

☐

YES (If "YES", explain.)



NO, it is a stand-alone project

Response:

2. Is this project a continuation of a previously begun project?



YES (If "YES", explain.)

Response: This project is a continuation of the DPS Email Notification application (funded by lowAccess) which has been in use since January, 2007. The Email Notification application has saved DPS countless hours spent in notifying interested persons on many items of interest and security.

[This section to be scored by application evaluator.]

Scope Evaluation (10 Points Maximum)

- This is the first year of a multi-year project / expenditure or project / expenditure duration is one year (0-5 points)
- The project / expenditure is of a multi-year nature and each annual component produces a definable and stand-alone outcome, result or product (2-8 points).
- This is beyond the first year of a multi-year project / expenditure (6-10 points)

The last part of this criteria involves rating the extent to which a project or expenditure is at an advanced stage of implementation and termination of the project / expenditure would waste previously invested resources.

G. Source of Funds

On a fiscal year basis, how much of the total project cost (\$ amount and %) would be absorbed by your agency from non-Pooled Technology/IOWAccess funds? If desired, provide additional comment / response below.

Response: All funds will come from lowAccess. Examination of the availability of Homeland Security funds is being pursued.

[This section to be scored by application evaluator.]

Funds Evaluation (5 Points Maximum)

• 0% (0 points)

• 1%-12% (1 point)

• 13%-25% (2 points)

• 25%-38% (3 points)

• 39%-50% (4 points)

• Over 50% (5 points)

Part III – Design Proposal

Amount of Design Funding Requested: \$

A. Process Reengineering

1. Provide a *pre-project or pre-expenditure* (before implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

Response:

2. Provide a *post-project or post-expenditure* (after implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

Response:

[This section to be scored by application evaluator.]

Reengineering Evaluation (10 Points Maximum)

- Minimal use of information technology to reengineer government processes (0-3 points).
- Moderate use of information technology to reengineer government processes (4-6 points).
- Significant use of information technology to reengineer government processes (7-10).

B. Timeline

Provide a projected timeline for the Design phase of the project. Include such items as **start date, projected end date**, planning, and database design. Also include the parties responsible for each item.

[This section to be scored by application evaluator.]

Design Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).

C. Spending Plan

Explain how the funds will be allocated.

D. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Design Financial Benefit Worksheet, # 5 below and the Implementation Financial Benefit Worksheet, # IV E3, as necessary:

1. One Year Pre-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation.

Describe One Year Pre-Project Cost:

Quantify One Year Pre-Project Cost:

	State Total
FTE Cost(salary plus benefits):	\$
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$
Total One Year Pre-Project Cost:	\$

2. One Year Post-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process after project implementation.

Describe One Year Post-Project Cost:

Quantify One Year Post-Project Cost:

	State Total
FTE Cost(salary plus benefits):	\$
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$

Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$
Total One Year Post-Project Cost:	\$

3. One Year Citizen Benefit - Quantify the estimated one year value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of \$10 per hour for citizen time.

Describe savings justification:

<u>Transaction Savings</u>	
Number of annual online transactions:	
Hours saved/transaction:	
Number of Citizens affected:	
Value of Citizen Hour	\$
Total Transaction Savings:	\$
Other Savings (Describe)	\$
Total One Year Citizen Benefit :	\$

4. Opportunity Value/Risk or Loss Avoidance - Quantify the estimated one year non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc

Response:

5. Design Financial Benefit Worksheet

A. Total One Year Pre-Project cost (Section III D1):	\$	
B. Total One Year Post-Project cost (Section III D2):	\$	
C. State Government Benefit (= A-B):		\$
D. One Year Citizen Benefit (Section III D3):		\$
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		\$
F. Total Design Benefit (C+D+E)	\$	
G. Annual Prorated Cost (From Budget Table, Section IV C):	\$	
Benefit / Cost Ratio: (F/G) =		
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100		

6. Benefits Not Readily Quantifiable - List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

[This section to be scored by application evaluator.]

Design Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Part IV – Implementation Funding

Amount of Implementation Funding Requested: \$

Amount of Hosting Requested: \$

Note: Projects developed by DAS-ITE allow first year of hosting charges

A. Timeline

Provide a projected timeline for the Implementation phase of the project. Include such items as **start date**, coding, testing, deployment, conversion, parallel installation, and **projected date of final release**. Also include the parties responsible for each item.

Response:

[This section to be scored by application evaluator.]

Implementation Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).

B. Funding Requirements

On a fiscal year basis, enter the estimated cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades.

	Current FY		Current FY +1		Current FY +2	
	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost
State General Fund	\$0	0%	\$0	0%	\$0	0%
Pooled Tech. Fund /IOWAccess Fund	\$0	0%	\$0	0%	\$0	0%
Federal Funds	\$0	0%	\$0	0%	\$0	0%
Local Gov. Funds	\$0	0%	\$0	0%	\$0	0%
Grant or Private Funds	\$0	0%	\$0	0%	\$0	0%
Other Funds (Specify)	\$0	0%	\$0	0%	\$0	0%
Total Project Cost	\$0	0%	\$0	0%	\$0	0%
Non-Pooled Tech./Non-IOWAccess Total	\$0	0%	\$0	0%	\$0	0%

[This section to be scored by application evaluator.]

Implementation Funding Evaluation (10 Points Maximum)

- The funding request contains questionable items (0-3 points).
- The funding request seems reasonable with few questionable items (4-6 points).
- The funding request seems reasonable with no problem areas (7-10).

C. Project Budget Table

It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project-related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years.

The Total Annual Prorated Cost (State Share) will be calculated based on the following equation:

$$\left[\left(\frac{\text{Budget Amount}}{\text{Useful Life}} \right) \times \% \text{ State Share} \right] + (\text{Annual Ongoing Cost} \times \% \text{ State Share}) = \text{Annual Prorated Cost}$$

Budget Line Items	Budget Amount (1 st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1 st Year)	% State Share	Annual Prorated Cost
Agency Staff	\$		%	\$	%	\$
Software	\$		%	\$	%	\$
Hardware	\$		%	\$	%	\$
Training	\$		%	\$	%	\$
Facilities	\$		%	\$	%	\$
Professional Services	\$		%	\$	%	\$
ITE Services	\$		%	\$	%	\$
Supplies, Maint., etc.	\$		%	\$	%	\$
Other	\$		%	\$	%	\$
Totals	\$		%	\$	%	\$

D. Spending plan

Explain how the funds will be allocated.

E. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Implementation Financial Benefit Worksheet, #3 below, as necessary:

1. Opportunity Value/Risk or Loss Avoidance – Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

Response:

2. Benefits Not Readily Quantifiable – List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

3. Implementation Financial Benefit Worksheet

A. Total One Year Pre-Project cost (Section III D1):	\$	
B. Total One Year Post-Project cost (Section III D2):	\$	
C. State Government Benefit (= A-B):		\$
D. One Year Citizen Benefit (Section III D3):		\$
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		\$
F. Total Design Benefit (C+D+E)	\$	
G. Annual Prorated Cost (From Budget Table, Section IV C):	\$	
Benefit / Cost Ratio: (F/G) =		
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100		

[This section to be scored by application evaluator.]

Implementation Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Part V – Auditable Outcome Measures

For each of the following categories, list the auditable metrics for success after implementation and identify how they will be measured.

1. Improved customer service

Response:

2. Citizen impact

Response:

3. Cost Savings

Response:

4. Project reengineering

Response:

5. Source of funds (Budget %)

Response:

6. Tangible/Intangible benefits

Response:

Evaluation Summary

[This section to be completed by application evaluator.]

Design Phase:

Requirements/Compliance Evaluation (15 Points Maximum)	<input type="text"/>
Impact Evaluation (15 Points Maximum)	<input type="text"/>
Customer Service Evaluation (10 Points Maximum)	<input type="text"/>
Scope Evaluation (10 Points Maximum)	<input type="text"/>
Funds Evaluation (5 Points Maximum)	<input type="text"/>
Reengineering Evaluation (10 Points Maximum)	<input type="text"/>
Design Timeline Evaluation (10 Points Maximum)	<input type="text"/>
Design Financial Evaluation (15 Points Maximum)	<input type="text"/>
<u>TOTAL DESIGN EVALUATION</u> (90 Points Maximum)	<input type="text"/>

Implementation Timeline Evaluation (10Points Maximum)	<input type="text"/>
Implementation Financial Evaluation (15 Points Maximum)	<input type="text"/>
Implementation Funding Evaluation (10 Points Maximum)	<input type="text"/>
<u>TOTAL IMPLEMENTATION EVALUATION</u> (35 Points Maximum)	<input type="text"/>

Implementation Phase:



IOWAccess Advisory Council

IOWAccess Revolving Fund Project Application

Proposing agencies should complete and submit Parts I, II and III to request Design approval, then complete and submit Parts IV and V to request Implementation approval.

Part I - Project Information

Date:	April 22, 2010
Agency Name:	Iowa Workforce Development
Project Name:	Workers' Compensation PERFECT System
Agency Manager:	Christopher Godfrey, Commissioner of Workers' Compensation
Agency Manager Phone Number / E-Mail:	515-281-8335 Christopher.Godfrey@iwd.iowa.gov
Executive Sponsor (Agency Director or Designee):	IWD Deputy Director Joe Walsh
Initial Total for Design:	\$ None Requested
Initial Total for Implementation:	\$ 25,000 Requested
Initial Total for all Phases of Project, if Multi-Phased:	\$ 25,000 Requested
Project Timeline: (estimate start and end dates for project spending)	Implementation Start Date: 5/1/2010 Implementation End Date: 10/01/2010
Revised Total for Design and Implementation:	\$ 25,000 Requested
Revised Total for all Phases of Project, if Multi-Phased:	\$ 25,000 Requested

Part II - Project Overview

A. Project Summary: Describe the nature and use of the proposed project, including what is to be accomplished, how it will be accomplished, and what the costs and benefits will be.

Response: Iowa Workforce Development is currently developing a new system to support the Workers' Compensation Program. IWD is requesting \$25,000 to add additional functionality to the web-based Paperless Electronic Records Filing and Electronic Claims Technology System (PERFECT) for the Iowa Workforce Development's Division of Workers' Compensation. This project will allow all registered external users (attorneys, employers or claimants) the ability to schedule a hearing on a claim without interaction with the division staff reducing the amount of time currently expended by both the external customers and internal staff to schedule an agreeable time. It will also collect all petition filing fees electronically using the State of Iowa Electronic Payment System.

Both functions have been mapped and designed by division staff and the vendor. We are requesting the funding to complete the coding and implementation.

B. Strategic Plan: How does the proposed project fit into the strategic plan of the requesting agency?

Workers' Compensation Strategic Plan:

In January 2006, Chris Godfrey became the Commissioner of the Iowa Division of Workers' Compensation. The Commissioner had previously been in private legal practice, practicing primarily in the area of workers' compensation. Commissioner Godfrey recognized the various costs and inefficiencies within the practice of law before the Iowa Division of Workers' Compensation. Immediately upon his arrival at the division he began the process of moving from a paper based office to a digital office. Working with the Governor's office and various legislators the commissioner obtained a one-time appropriation of \$500,000.00 to design and implement a paperless office program.

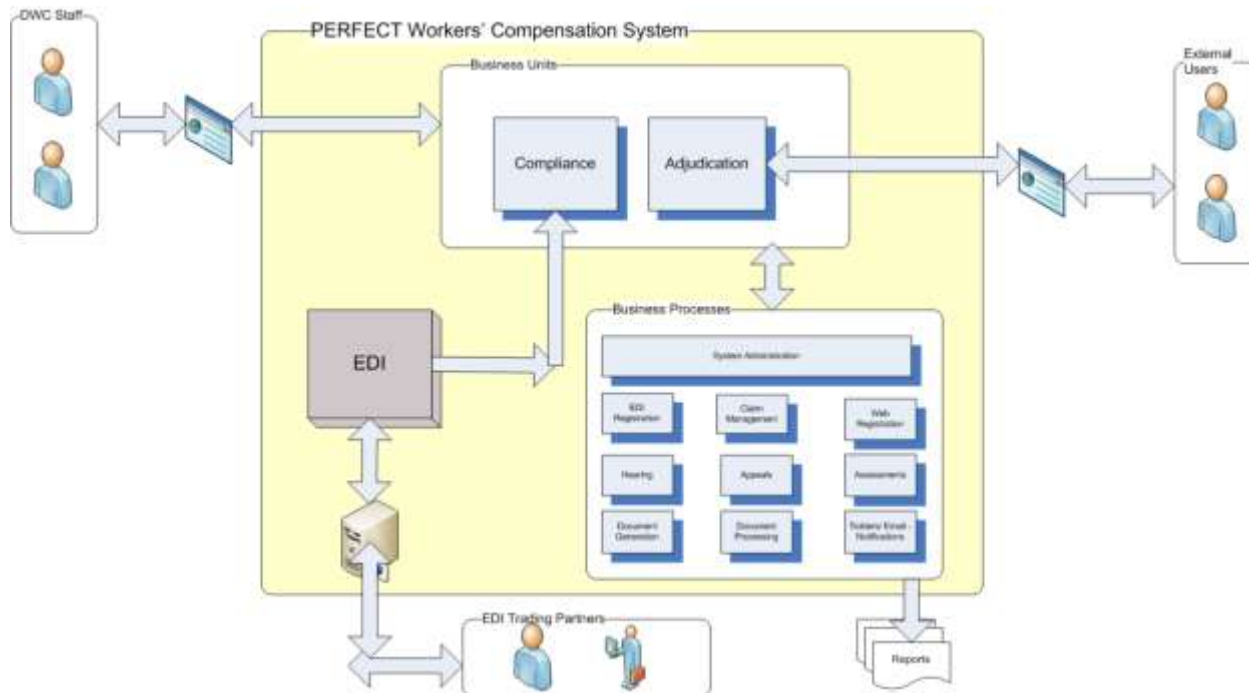
The goals of the system under development is to reduce the lead time from the time a petition is filed with the division until the case is administratively closed; electronically store the closed files; reduce the use of paper within the division utilizing existing computer infrastructure to manage case files; reduce excessive mailing costs; provide on-line access to outside Attorneys; reduce storage space required for large paper files; allow Attorneys to file petitions and other filings electronically over the web; automatically setup an electronic file; send e-mail notifications to all the parties confirming creation of the file upon filing of petition and submission of new documents filed in the case; allow a defendant to file answers to the petition and allow archival of electronic files for a period of 60 years (on-line access of electronic files for a period of 10 years). Claim Reception and Evaluation – Via EDI, IAIABC Release # 3, both the First Report of Injury (FROI) and the Subsequent Report of Injury (SROI) will be used to accept, evaluate, and update, from opening thru closure, the compliance claim; Recording all benefit payments – A payment(s) of any indemnity benefit for a compliance claim; dispute resolution – The receipt and review of an agreement between the claimant and the service provider, for a quick and non-litigated resolution of the claim; Settlements – An agreement between the claimant and the claims administrator to accept a lump sum payment in place of the scheduled and non scheduled benefit payments for the claimant's loss; Document Remediation – The correction or highlight of something bad or defective in a document; Supplemental Issues Reception – receipt of issues in Mediation; Intermittent Benefit Commence – Upon discovery that the claimant was unable to return to work after being released to return to work by the claims administrator, the claim will be reopened and benefits reinstated; archive and storage – The retention of compliance claim incoming data, acknowledgement data, and litigation activity in a location for easy access if needed.

This project will add electronic hearing self-service scheduling to the new system and electronic payment of all petition filing fees using the State of Iowa Electronic Payment System which supports the agency and enterprise e-government strategic plan. Adding this functionality to the system currently under development will significantly benefit the Citizens using the systems.

C. Current Technology:

1. Provide a summary of the technology used by the current system.

The following is a summary of the system under development. The requested project would use this infrastructure.



Application:

The application has an intuitive graphical user interface (GUI). The internal web application will support major web browsers.

System will implement both client and server side validations using the scripting languages. The user interface technologies will include HTML, JavaScript, ASP.NET and VB.NET.

Hardware Interface:

The hardware interfaces for the PERFECT System include Windows based Oracle 11g database server for all database objects. The application will require a Windows based web server with IIS 6.0 that would deploy the front-end objects for the Internal Web Application and another Windows based web server for External Web Application. System will require one server for deploying batch processes for automated document routing and automated notifications. It will require another server machine for the workflow and the content server engine. The system will require an FTP server and a server machine for EDI installation.

All these machines will run on Windows Server 2003 Operating System.

Software Interfaces:

The PERFECT System will run on the database structure used by the ICMS application and changes will be made to this DB structure as per Iowa requirements.

Following are the software requirements for the PERFECT System:

1.	Database	Oracle 11g
2.	Web Server:	Internet Information Service 6.0(IIS)
3.	Front End Development:	Visual Studio 2005, Microsoft .Net framework 2.0, VB.NET

4.	FileNet Panagon	Content Services 5.5, IDM Web Services 4.0.2, FileNet eProcess 5.2
5.	Reporting Tool	Crystal Enterprise 11.0
6.	Browser for Clients (Internal Web Application)	Agency standard web browser
7.	Browser for Clients (External Web Application)	Major Web Browsers
8.	FTP Server and Client Software	GlobalEscape for FTP.

Communication Interfaces:

The web application part of the PERFECT System will be deployed on web environment with thin client based user interface. It will extensively leverage Hypertext Transmission Protocol (HTTP)/ Internet Protocol (IP) for data exchange between the client and server machines.

The EDI component will be deployed on a separate server machine and it will interface with the FTP server to retrieve the EDI transmissions submitted by the trading partners in their folders. Each Trading partner will be assigned a folder by IWD at the time of registration. They will use this folder for sending out all the EDI transmissions to IWD and for retrieving the acknowledgements to the files sent by them.

2. How does the proposed project impact the agency's technological direction?

This project will use the new technology listed above which is replacing the existing mainframe system. It supports the agency direction to provide more electronic services to the external customers and use new technologies and a relational database.

3. Are programming elements consistent with a Service Oriented Architecture (SOA) approach?

Yes

4. Are programming elements consistent with existing enterprise standards?

Yes

D. Statutory or Other Requirements

1. Is this project or expenditure necessary for compliance with a Federal law, rule, or order?

☐ YES (If "Yes", cite the specific Federal law, rule or order, with a short explanation of how this project is impacted by it.)

Response:

The Iowa Division of Workers' Compensation is required by statute to provide hearings in contested workers' compensation claims and to enforce compliance with the Iowa Workers' Compensation Act. There are various compliance statutes (including Iowa Code section 86.13A) which will be significantly easier for the division to enforce with the implementation of the new system. The current mainframe application requires significant manipulation to obtain data on the timeliness of commencement of workers' compensation disability benefits while the new system will automatically generate reports with this data.

Neither the online payment for initiating a claim, nor the online scheduling process is statutorily required nor is there a mandate for those functions. The function for online payment of a fee does, however, provide additional security within the division as the staff would no longer be responsible for the accounting and deposits associated with our current collection of fees.

2. Is this project or expenditure required by state law, rule or order?

- ☐ YES (If "YES", cite the specific state law, rule or order, with a short explanation of how this project is impacted by it.)

Response:

3. Does this project or expenditure meet a health, safety or security requirement?

- ☐ YES (If "YES", explain.)

Response:

4. Is this project or expenditure necessary for compliance with an enterprise technology standard?

- ☐ YES (If "YES", cite the specific standard.)

Response:

[This section to be scored by application evaluator.]

Requirements/Compliance Evaluation (15 Points Maximum)

If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-15 points awarded.

**E. Impact on Iowa's Citizens**

1. Project Participants - List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

Response:

This project will support external registered users who are part of the Workers' Compensation hearing process. It will coordinate and provide available times for external registered users to select hearing times that fit all parties' schedules. This includes attorneys, claim administrators, insurer, claimants without attorneys, and employers without attorneys.

There are annually approximately 3,500 hearings conducted statewide including two parties affecting approximately 7,000 Citizens. The hearing scheduling enhancement will save approximately 3 hours of citizen time coordinating and scheduling the hearings. It also automates the consolidation of hearings to block the appropriate time to hear all pending matters at one scheduled time. Approximately 3,250 filing fees are paid annually. This includes attorneys, claim administrators, insurer, claimants without attorneys, and employers without attorneys.

The division's PERFECT System is designed specifically to allow other governmental entities to obtain reports and other information electronically. The collaboration will occur with the Iowa Division of Labor (IOSHA), the Child Support Recovery Unit, the Second Injury Fund of Iowa (Treasurer and AG's office); and the United States Social Security Administration. Each of these units requires access to information from the division which is currently provided only upon request or by manual access to information by generating a report manually. The PERFECT System will allow these entities to have immediate access to the data without having to make a specific request from division staff.

2. Service Improvements - Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

Response:

The goal of this project is to add the ability for external registered users who file petitions and other filings electronically over the web to be able to make payment of the filing fee by credit card or e-check and automatically select a hearing time available by all parties. It will also extend the ability of Citizens to conduct business with the workers' compensation outside of the regular business hours.

3. Citizen Impact – Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy. If this is an extension of another project, what has been the adoption rate of Iowa's citizens or government employees with the preceding project?

Response:

Citizens involved in the workers' compensation process will be able to review electronically their case information, conduct business outside of the regular business hours, pay electronically, and better manage the time necessary to schedule their cases for hearing with the Division of Workers' Compensation.

4. Public Health and/or Safety – Explain requirements or impact on the health and safety of the public.

Response:

None

[This section to be scored by application evaluator.]

Impact Evaluation (15 Points Maximum)

- Minimally directly impacts Iowa citizens (0-5 points).
- Moderately directly impacts Iowa citizens (6-10 points).
- Significantly directly impacts Iowa citizens (11-15 points).

[This section to be scored by application evaluator.]

Customer Service Evaluation (10 Points Maximum)

- Minimally improves customer service (0-3 points).
- Moderately improves customer service (4-6 points).
- Significantly improves customer service (7-10 points).

F. Scope

1. Is this project the first part of a future, larger project?

- ☐ YES (If "YES", explain.) ☐ NO, it is a stand-alone project

Response:

2. Is this project a continuation of a previously begun project?

- ☐ YES (If "YES", explain.)

Response:

YES


The system currently under development provides a new system delivering all workers' compensation service electronically.

System Administrative Functions					
Core Functions	EDI Transaction Processing and Acknowledgement	Supplemental Functions	Payment Calculation and Evaluation	Support Functions	Registration
	External User Document Submissions		Schedule Hearings and Mediations		Security
	Claim Reception And Management		Document (Letters and Orders) Generation		Electronic Payment
	Litigation Document Processing		Entity Management		Date Warehousing
	Arbitration and Adjudication		Document Filing Notifications		Intra Office Communication-Ticklers
	Appeals		Email Notifications to Claim Parties functionality		Data Storage and Auditing
	Settlements				
	Assessments				
System Report Functions					
Standard Document and Data Utilities					
IOWA LANS and WANS					
WWW					

This project will add two additional functions for the PERFECT System. The first is to allow for the online payment of a petition filing fee by credit card or acknowledge payment by check. The second function would allow the users of the PERFECT System to schedule a hearing on a claim without interaction with the division staff. Both functions have been mapped and designed by our staff and the vendor and require additional funding to complete.

[This section to be scored by application evaluator.]

Scope Evaluation (10 Points Maximum)

- This is the first year of a multi-year project / expenditure or project / expenditure duration is one year (0-5 points)
- The project / expenditure is of a multi-year nature and each annual component produces a definable and stand-alone outcome, result or product (2-8 points). 
- This is beyond the first year of a multi-year project / expenditure (6-10 points)

The last part of this criteria involves rating the extent to which a project or expenditure is at an advanced stage of implementation and termination of the project / expenditure would waste previously invested resources.

On a fiscal year basis, how much of the total project cost (\$ amount and %) would be absorbed by your agency from non-Pooled Technology/IOWAccess funds? If desired, provide additional comment / response below.

Response:

The current \$770,000 system development project is funded by a \$500,000 State Appropriation and \$270,000 from the Division of Workers' Compensation funding. This request for \$25,000 to add the electronic self-service hearing scheduling functionality and integration with the State of Iowa Electronic Payment System represents 3% of the total system development cost.

The on-going support of this project will be funded by the Iowa Workforce Development Division of Workers' Compensation. This project will not increase the on-going support cost of the application.

[This section to be scored by application evaluator.]

Funds Evaluation (5 Points Maximum)

- 0% (0 points)
- 1%-12% (1 point)
- 13%-25% (2 points)
- 25%-38% (3 points)
- 39%-50% (4 points)
- Over 50% (5 points)



Part III – Design Proposal

Amount of Design Funding Requested: \$ None

A. Process Reengineering

1. Provide a *pre-project or pre-expenditure* (before implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

Response:

N/A

2. Provide a *post-project or post-expenditure* (after implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

Response:

N/A

[This section to be scored by application evaluator.]

Reengineering Evaluation (10 Points Maximum)

- Minimal use of information technology to reengineer government processes (0-3 points).
- Moderate use of information technology to reengineer government processes (4-6 points).
- Significant use of information technology to reengineer government processes (7-10).



B. Timeline

Provide a projected timeline for the Design phase of the project. Include such items as **start date, projected end date**, planning, and database design. Also include the parties responsible for each item.

IWD has a contract currently with a vendor to develop the new system. This vendor will be responsible for developing this additional functionality.

Current System Development Timeline:

Project Startup - 10-20-2009

SRS, Prototype, Design - 5-01-2010

Development and Testing – 7-26-2010

Implementation - No later than 10-1-2010

This Project Timeline to add external automated hearing scheduling and integration with the State of Iowa integrated payment service.

Development and Testing - May 1, 2010 to July 26, 2010

Implementation - No later than 10-1-2010

[This section to be scored by application evaluator.]

Design Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).



C. Spending Plan

Explain how the funds will be allocated.

The \$25,000 is for professional services to develop code to add the automated external hearing scheduling function and integration with the State of Iowa electronic payment service.

D. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Design Financial Benefit Worksheet, # 5 below and the Implementation Financial Benefit Worksheet, # IV E3, as necessary:

1. One Year Pre-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation.

Describe One Year Pre-Project Cost:

The present hearing scheduling system requires the Division of Workers' Compensation to have a full-time scheduler working with outside parties to schedule nearly 3500 cases for hearing. These cases are for hearings in Des Moines and seven other venues in the state. These hearings can be in-person or by telephone for alternate medical hearings. Many of the scheduled hearings do not occur as cases settle by the time that the hearing date arrives. The current scheduling process requires external registered users to view an online calendar and select hearing date(s). The parties, when they agree to a hearing date, must then email the date, time, and venue location of the hearing they would like to schedule. The email is sent to the division's scheduling staff. If those dates and times are still available then the scheduling staff manually enters the information into our scheduling log and prepares a hearing assignment order and it is mailed manually to each party to the case. If, upon receipt of the email, one or more of the proposed hearing times has been filed by someone else then the scheduling staff is required to contact the parties to notify them that a proposed hearing time is no longer available and the process begins anew. The scheduling staff has a back up to assist with excessive volume of hearing requests. The docket staff of the division is also required to assist in the preparation and mailing of the hearing assignment order.

The internal staff will no longer open mail, process the check using the check logs, and make deposits. All of these functions will occur automatically within the system and be tracked in the I3 financial system.

Quantify One Year Pre-Project Cost:

Hearing scheduling staff salary costs -----\$50,000

Payment processing staff salary and travel costs -- \$30,000

Postage costs --- \$20,000

	State Total
FTE Cost(salary plus benefits):	\$80,000
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$20,000

Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$
Total One Year Pre-Project Cost:	\$100,000

2. One Year Post-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process after project implementation.

Describe One Year Post-Project Cost:

With this project funding, the PERFECT System will bypass all of the steps above and allow the parties to select and enter their hearing dates without assistance from the agency. The hearing calendar will be accessible to registered external parties to a case and will show time slots for available hearings. The parties will then select an open date and confirm the time. The PERFECT System will then automatically prepare the hearing assignment order and an email confirmation will be sent to each party confirming the hearing information. The proposed system will save the time of the external customers as they work to select and confirm hearing dates. The proposed system will also allow for the hearing scheduling staff to be reassigned to other duties and will save the agency significant postage costs as hearing assignment orders will be delivered electronically as opposed to by mail.

It will allow all registered external customers to submit credit card and e-check payments electronically. The system will automatically confirm payment funding receipt within the PERFECT System and the I3 State of Iowa financial accounting system. This process will also offer the external user the option of paying by credit card. This functionality will eliminate the manual tracking and deposit of checks by internal staff.

We estimate a portion of a staff position will continue to be assigned to support and resolve any customer service needs supporting the automated hearing scheduling and electronic payment processes.

Quantify One Year Post-Project Cost:

	State Total
FTE Cost(salary plus benefits):	\$10,000
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$4,000
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$
Total One Year Post-Project Cost:	\$14,000

3. One Year Citizen Benefit - Quantify the estimated one year value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of \$10 per hour for citizen time.

Describe savings justification:

We estimate that we schedule roughly 3,500 hearings and receive 3,250 payments annually. Since the majority of our customers are attorneys, we estimate the cost per hour at \$100.00. The automated hearing process would save roughly 3 hours of external customer's time coordinating the manual scheduling process. The external customer benefit for electronic payment would be the option of credit card payment and e-check processing. This would save them postage, however, we have not included any tangible benefit costs in our ROI calculation.

Transaction Savings	
Number of annual online transactions:	7000
Hours saved/transaction: estimate 3 hours/hearing scheduled – 3,500 annually	3
Number of Citizens affected:	7000
Value of Citizen Hour	\$100
Total Transaction Savings:	\$110,500
Other Savings (Describe)	\$
Total One Year Citizen Benefit :	\$110,500

4. Opportunity Value/Risk or Loss Avoidance - Quantify the estimated one year non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc

Response:

N/A

5. Design Financial Benefit Worksheet

N/A

A. Total One Year Pre-Project cost (Section III D1):	\$	
B. Total One Year Post-Project cost (Section III D2):	\$	
C. State Government Benefit (= A-B):		\$
D. One Year Citizen Benefit (Section III D3):		\$
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		\$
F. Total Design Benefit (C+D+E)	\$	
G. Annual Prorated Cost (From Budget Table, Section IV C):	\$	
Benefit / Cost Ratio: (F/G) =		
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100		

6. Benefits Not Readily Quantifiable - List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

N/A

[This section to be scored by application evaluator.]

Design Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Part IV – Implementation Funding**Amount of Implementation Funding Requested: \$ 25,000****Amount of Hosting Requested: \$ None****Note: Projects developed by DAS-ITE allow first year of hosting charges****A. Timeline**

Provide a projected timeline for the Implementation phase of the project. Include such items as **start date**, coding, testing, deployment, conversion, parallel installation, and **projected date of final release**. Also include the parties responsible for each item.

Response:

IWD has a contract currently in place with HCL to develop the system. This project would be a change request to the existing contract. HCL would be responsible for developing this additional functionality.

Current System Development Timeline:

Project Startup - 10-20-2009

SRS, Prototype, Design - 5-01-2010

Development and Testing – 7-26-2010

Implementation - No later than 10-1-2010

This Project Timeline:

Development and Testing - May 1, 2010 to July 26, 2010

Implementation - No later than 10-1-2010

[This section to be scored by application evaluator.]

Implementation Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).

**B. Funding Requirements**

On a fiscal year basis, enter the estimated cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades.

	Current FY		Current FY +1		Current FY +2	
	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost
State General Fund	\$0	0%	\$0	0%	\$0	0%
Pooled Tech. Fund /IOWAccess Fund	\$25,000	0%	\$0	0%	\$0	0%
Federal Funds	\$0	0%	\$0	0%	\$0	0%
Local Gov. Funds	\$0	0%	\$0	0%	\$0	0%
Grant or Private Funds	\$0	0%	\$0	0%	\$0	0%

Other Funds – Workers’ Compensation Budget	\$0	0%	\$0	0%	\$0	0%
Total Project Cost	\$25,000	0%	\$0	0%	\$0	0%
Non-Pooled Tech./Non-IOWAccess Total	\$	0%	\$0	0%	\$0	0%

The current \$770,000 system development project is funded by a \$500,000 State Appropriation and \$270,000 from the Division of Workers’ Compensation funding. This request for \$25,000 to add the electronic self-service hearing scheduling functionality represents 3% of the total system development cost.

The on-going software maintenance, hosting, and application support of overall system and this project will be funded by the Iowa Workforce Development. This project will not increase the on-going support cost of the application.

[This section to be scored by application evaluator.]
Implementation Funding Evaluation (10 Points Maximum)

- The funding request contains questionable items (0-3 points).
- The funding request seems reasonable with few questionable items (4-6 points).
- The funding request seems reasonable with no problem areas (7-10).



C. Project Budget Table

It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project-related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years.

The Total Annual Prorated Cost (State Share) will be calculated based on the following equation:

$$\left[\left(\frac{\text{Budget Amount}}{\text{Useful Life}} \right) \times \% \text{ State Share} \right] + (\text{Annual Ongoing Cost} \times \% \text{ State Share}) = \text{Annual Prorated Cost}$$

Budget Line Items	Budget Amount (1 st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1 st Year)	% State Share	Annual Prorated Cost
Agency Staff	\$		%	\$	%	\$
Software	\$		%	\$	%	\$
Hardware	\$		%	\$	%	\$
Training	\$		%	\$	%	\$
Facilities	\$		%	\$	%	\$
Professional Services	\$25,000	10	0%	\$0	%	\$2,500
ITE Services	\$		%	\$	%	\$
Supplies, Maint., etc.	\$		%	\$	%	\$
Other	\$		%	\$	%	\$
Totals	\$		%	\$	%	\$2,500

D. Spending plan

Explain how the funds will be allocated.

E. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Implementation Financial Benefit Worksheet, #3 below, as necessary:

1. Opportunity Value/Risk or Loss Avoidance – Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

Response:

N/A

2. Benefits Not Readily Quantifiable – List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

The overall benefits of the current development and the additional functionality is as follows:

- 1- Reduces storage costs for the division – the division is required to maintain paper files for a period of 60 years, at a great cost to the agency.
- 2- Reduces docket duties for reassignment to other duties – the internal staff will no longer open mail, find claim files, make copies of documents for multiple claim files, enter data into the mainframe, and deliver files to deputy commissioners for rulings. All of these functions will occur automatically within the system. Online payment by credit card or echeck will save significant time as staff will no longer handle check logs and make deposits.
- 3- Increases ease for the use of our customers – when a user opens a case the file will begin online with the payment of a filing fee by credit card or echeck. No mailings of paper documents to other parties will be necessary. No postage costs will be borne by the customers. All filings by the division will arrive by email with less chance of miss-filings and no longer will customer need staff to open mail and file documents in internal files.
- 4- Reduces costs and duties for generation of orders, rulings, and notices.
- 5- Significant mailing reduction for the division's staff as well as for customers.
- 6- The online payment function will be a savings to the agency as staff will no longer be responsible for this task. The function also will have a savings to outside users as they will no longer be required to mail a check to the division.
- 7- The online scheduling function will create savings for outside users as they will be able to quickly schedule a hearing without a delay and without interaction with division staff. The division will also benefit as our staff will not be required to interact with outside users and the hearing assignment order will be automatically generated and served electronically instead of by mail.

3. Implementation Financial Benefit Worksheet

A. Total One Year Pre-Project cost (Section III D1):	\$100,000	
B. Total One Year Post-Project cost (Section III D2):	\$14,000	
C. State Government Benefit (= A-B):		\$ 86,000
D. One Year Citizen Benefit (Section III D3):		\$110,500
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		\$0
F. Total Design Benefit (C+D+E)	\$196,500	
G. Annual Prorated Cost (From Budget Table, Section IV C):	\$2,500	
Benefit / Cost Ratio: (F/G) =	78.6%	
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100	776	

[This section to be scored by application evaluator.]

Implementation Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Part V – Auditable Outcome Measures

For each of the following categories, list the auditable metrics for success after implementation and identify how they will be measured.

1. Improved customer service**Response:**

Reduce the lead time from the time a petition is filed with the division until the case is administratively closed. The reporting component of the system will be able to track this metric.

Reduce the docket duty staff time used. This staff will be reassigned to other duties. This will be tracked and measured manually.

2. Citizen impact**Response:**

Reduce the number of rescheduled hearings. The reporting component of the system will be able to track this metric.

3. Cost Savings**Response:**

Reduce the allocation of staff resources to the docket duty process. This will be tracked and measured manually.

Reduce postage costs. The internal budgeting process will be used to measure this metric.

4. Project reengineering**Response:**

N/A

5. Source of funds (Budget %)**Response:**

The savings from reduced docket duty staff costs and postage savings will be redirected to other compliance functions.

6. Tangible/Intangible benefits**Response:**

This project will add electronic hearing self-service scheduling to the new system and payment of all filing fees which supports the agency and enterprise e-government strategic plan. The additional functionality to the system currently under development will significantly benefit the Citizens using the systems reducing the time needed for scheduling a hearing time for all parties and offering the ability to pay on-line the required filing fees. The tangible benefits are reduced staff scheduling time for external customers and internal staff, reduced mailing and postage costs, and reduced filing and disposition time.

The intangible benefits are electronic payment options and electronic external customer access to their workers' compensation case information.

Evaluation Summary***[This section to be completed by application evaluator.]*****Design Phase:**

Requirements/Compliance Evaluation (15 Points Maximum)	<input type="text"/>
Impact Evaluation (15 Points Maximum)	<input type="text"/>
Customer Service Evaluation (10 Points Maximum)	<input type="text"/>
Scope Evaluation (10 Points Maximum)	<input type="text"/>
Funds Evaluation (5 Points Maximum)	<input type="text"/>
Reengineering Evaluation (10 Points Maximum)	<input type="text"/>
Design Timeline Evaluation (10 Points Maximum)	<input type="text"/>
Design Financial Evaluation (15 Points Maximum)	<input type="text"/>
<u>TOTAL DESIGN EVALUATION</u> (90 Points Maximum)	<input type="text"/>

Implementation Phase:

Implementation Timeline Evaluation (10Points Maximum)	<input type="text"/>
Implementation Financial Evaluation (15 Points Maximum)	<input type="text"/>
Implementation Funding Evaluation (10 Points Maximum)	<input type="text"/>
<u>TOTAL IMPLEMENTATION EVALUATION</u> (35 Points Maximum)	<input type="text"/>